

EXHIBIT 3

INDEPENDENT CLAIMS OF THE '525 PATENT

Claim 1	Claim 20	Claim 40
A computer implemented sales system used to facilitate a sales process, the system comprising:	A method of facilitating a sales process using a computer arrangement having	A computer implemented sales system used to facilitate a sales process, the system comprising:
a plurality of subsystems configured to facilitate one or more actions performed during at least one phase of the sales process; and	a plurality of subsystems configured to facilitate one or more actions performed during at least one phase of the sales process,	a plurality of subsystems configured to electronically facilitate actions performed during the sales process; and
an event manager, coupled to the subsystems, the event manager	the method comprising the steps of:	an event manager coupled to the subsystems and configured to
detecting one or more changes in state characteristic of an event occurring within the system,	automatically detecting one or more changes in state characteristic of an event occurring in the sales process;	detect one or more changes in state characteristic of an event occurring in the system,
inferring occurrence of the event and a context in which the event occurred based at least in part on the detected changes in state, and	inferring occurrence of the event and a context in which the event occurred based at least in part on the detected changes in state; and	infer occurrence of the event and a context in which the event occurred based at least in part on the detected changes in state,
		link the inferred event with an action to be performed during the sales process based on prior sales experience using the sales system, and
automatically initiating an operation in one or more particular subsystems of the computer to facilitate a new action based on the inferred context.	automatically initiating an operation in one or more particular subsystems of the computer to facilitate a new action based on the inferred context.	automatically initiate an operation using one or more of the plurality of subsystems to facilitate the action to be performed based on the inferred context.